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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

We have chosen a small competitive broadband provider because of the integrity and level of customer service provided by this company. We are a long time user, and they have never disappointed. They are one of the few companies who have a live person within the local company who answers the phone...no endless voicemail loops, disconnects and other frustrations. The person who answers your call is the person who works through the problem with you. Competition in the marketplace is what allowed this company to start and to grow. We are strongly against price hikes that will increase the cost of internet and telephone services as well as sabotage their continued growth.

Lois Karpenko